



V-CAN CONNECTOR

Voluntary Community Assistance Network

Indiana Eligibility Modernization Project

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Director's Update Success with New System Enhancements!

**by Zach Main, Director
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Resources**

Since the implementation of the new system in Regions 1 and 2, FSSA and the IBM-led Coalition have received feedback from clients and V-CAN members on the new system. Based on this feedback, enhancements have been made to better help applicants, clients and V-CAN members use the new system to apply for and manage benefits. Your feedback on what works well – and what needs improvement – is instrumental to making the system work! This update highlights some recent enhancements to the new system and an upcoming feature for V-CAN members.

To date, the FSSA Call Center has received over 2 million calls. The average call response time, or the amount of time callers are in queue or "in line" after making a selection to speak with a Call Center Representative, is around 4 minutes. While this response time is encouraging, we are working each day to keep the average call response time low.

Similar to many V-CAN member agencies, the

FSSA Call Center typically has the highest call volume on Mondays and the first working day after a holiday. To manage the high call volume following the Labor Day holiday, the Call Center implemented a new method of managing call volume. On Tuesday, September 2nd, all Call Center staff received alerts to drop what they were doing and answer calls when the call volume began to increase. This approach minimized the call wait times. As a result of this new approach, the average call response time for the week was just over 2 minutes!

In addition to the new method for managing high call volume, there are some recent enhancements to the Call Center main menu. The changes were made in response to usage as well as adding new functionality. Some of the recent enhancements include:

- Restructuring the main menu options to move the most frequently used options, like the case status and change reporting options, to the top of the menu;
- Providing information on upcoming interview appointments through the automated phone system and an option to

reschedule the appointment, if necessary;

- Providing a list of specific documents that need to be submitted and due dates when checking the automated case status; and
- Including a courtesy reply envelope in each piece of outbound mail.

An added feature for V-CAN members serving special needs populations is a new entry point for case-specific inquiries. The new entry point was developed in response to V-CAN member questions to Specialists at the FSSA Service Center. There are Specialists at the Service Center who focus on specific types of applications and cases, such as Medicaid Waiver, Nursing Home and Medicaid Disability applications.

The new entry point is an alternative to contacting the Call Center to speak with a Specialist. The new entry point, which was implemented on August 25th, allows V-CAN members to submit a case-specific inquiry on an email request form directly

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V-CAN Registration

(Statewide, as of 9/19/08)

Access Points.....590

Publicized...190

Non-Publicized...400

Referral.....294

Informational.....396

Total.....1280

Director's Update, continued

to the Specialist group at the Service Center. A response is provided to the V-CAN member within two business days.

I'm pleased to report that V-CAN members are having a great experience with the new entry point. A Patient Financial Services Caseworker from Bloomington Hospital said, "The responses on problem cases have been very helpful and timely in providing detailed information to my inquiries on the status of Medicaid applications. The team of individuals responding to the specific inquiries do an

excellent job researching the cases and have a good grasp of eligibility policy and procedures. The responses provide me enough information on what action, if any, I or my clients will need to take".

A Client Financial Coordinator with Easter Seals ARC in Fort Wayne shared a positive experience, too: "I have utilized this tool and the response time was within the two day period, along with follow-up calls weekly from the V-CAN team, checking that the system works correctly".

Thank you to all of the V-CAN members who participated in the pilot program to test the new entry point. Please note that only specific agencies have access to the new entry point and other V-CAN members are still welcome to send questions and issues to vcn@us.ibm.com.

We will continue to look for opportunities to improve our service to you, and we encourage you to keep those suggestions coming!

V-CAN Profile: LifeSpring

LifeSpring is a private, not-for-profit mental health and substance abuse treatment organization serving Clark, Floyd, Washington, Scott, Harrison and Jefferson counties in Southern Indiana. LifeSpring's mission is to improve and sustain the quality of life by providing comprehensive behavioral health, addiction and related services.

LifeSpring serves over 8,000 clients each year and provides behavioral health services such as psychiatric services, nursing services, chemical dependency treatment, detoxification services, in-jail services, home based services, school outreach services, residential services, and services for people with dual diagnoses. Using a team approach,

LifeSpring tailors a specific program for each client, by working closely with medical providers, social service and mental health agencies, schools, community organizations and governmental and justice officials. LifeSpring's goal is to provide the least restrictive, most supportive services appropriate to each client's needs.

LifeSpring is a V-CAN Access Point, which allows case managers to help clients apply for and manage benefits while receiving behavioral health services from LifeSpring. The LifeSpring Benefits Department was established following an increased client need for more detailed assistance with case management. This

approach allows the Benefits Department to communicate with clients effectively and ensure continuity of care.

LeaAnn Ritchings is the LifeSpring Benefits Coordinator. "Becoming a V-CAN Access Point has allowed us to communicate, advocate, and follow through on behalf of our clients in ways that we were not able to do prior to the modernization. The new entry point enhancement is a vital communication tool we use on a regular basis for case specific inquiries and we couldn't be more pleased with the results. By being a V-CAN Access Point member, we can continue to obtain knowledge that will allow us to best assist our clients."

For more information on LifeSpring, email LeaAnn at lritchings@lifespr.com.

Reminder!

Article Inserts for V-CAN Member Newsletters

If you have an agency or association-wide newsletter and would like to provide an update on Eligibility Modernization and the V-CAN, let us know! Request an update on Eligibility Modernization for your next newsletter by emailing vcn@us.ibm.com.

New System 101: Tips for V-CAN Members

Through interactions with our V-CAN members, we share tips to promote the fast and accurate processing of applications. We also identify procedures that have changed or should be used more consistently.

Highlighted below are a few tips and procedures, most of which are especially relevant to agencies heavily involved as Authorized Representatives. If you have questions about these tips or have a tip to share, please email us at vcan@us.ibm.com.

TIP 1: Separate FAXes for multiple applications

When submitting applications or supporting documentation to the FSSA Document Center, make sure to submit each application or set of

case-specific documentation in a separate FAX. This will help create electronic case files for each client, and will prevent multiple cases and documents from being attached to one case.

TIP 2: Submitting Authorized Representative Forms

When adding an Authorized Representative to an existing case, make sure to complete and submit the Authorized Representative form, found on the online case status screen or at www.in.gov/fssa, click "Eligibility Modernization" and "Communications." Do not photocopy and submit the Authorized Representative section of the Indiana Application for Assistance (Section D) when adding an Authorized Representative to an existing case.

TIP 3: Case-Specific Document Coversheets

There are several instances where a case-specific, bar-coded Document Coversheet should be used when submitting documents:

- When verifications are submitted **after** the application was submitted; or
- To report a change of address, income, or liability deviation, correction or spend-down expense.

There are a couple of exceptions where a case-specific Document Coversheet is not needed. Do not submit a bar-coded Document Coversheet with the following:

- Verification documents submitted **with** the Indiana Application for Assistance; or
- When submitting an Authorized Representative Form or birth confirmation (i.e., Babygram).

TIP 4: How to Submit Babygrams

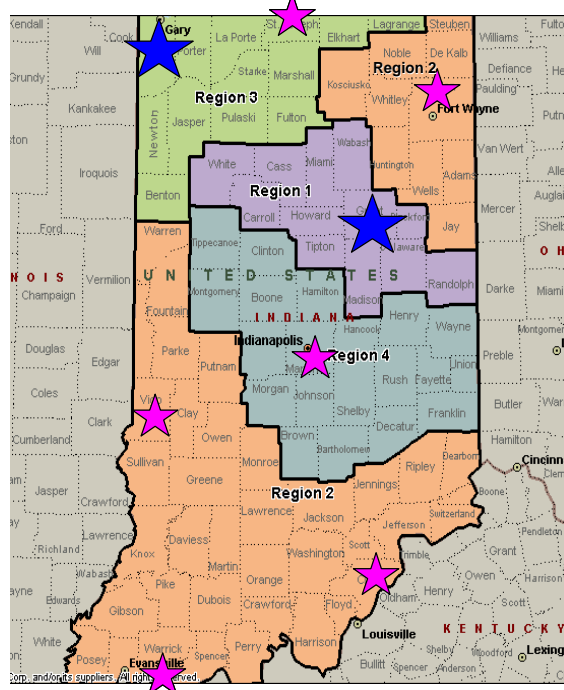
When adding newborns to existing Medicaid cases, please FAX the birth announcement with "Babygram" and the mother's name at the top of the page. Please FAX each Babygram individually, rather than with a set of Babygrams, and DO NOT include a case-specific coversheet with this FAX.

Regional Spotlight: Regional Training Update

Throughout July and August, over 500 Region 1 and 2 V-CAN members attended Advanced V-CAN training sessions. This additional round of training included the introductory training that is offered prior to each regional implementation, as well as an advanced training session that focused on using the new tools, such as the online application, online case status and change reporting functions and interacting with the Call Center. Advanced V-CAN workshops were also offered to attendees. The Advanced V-CAN workshops focused on the ways to apply for and manage Adult and Disability Medicaid, Hoosier Healthwise and Healthy Indiana Plan cases. If you missed one of these training sessions, the presentations are posted on the FSSA website. Go to www.in.gov/fssa, click "Eligibility Modernization" and "Communications" and look for the "Presentations and Other Reference Materials" section of the page.

The Advanced V-CAN training sessions provided an opportunity for FSSA Division Care Managers to meet many V-CAN members. Care Managers from the FSSA Division of Family Resources, Office of Medicaid Policy and Planning, Division of Aging, Division of Disability and Rehabilitation Services and the Division of Mental Health and Addiction attended the V-CAN training sessions. Many great connections were made during these training sessions!

Regional Implementation Map



Update on Flood Relief Outreach

The August issue of the *V-CAN Connector* highlighted outreach efforts to assist with flood relief in 31 counties affected by flooding in June. During that time, FSSA and the IBM-led Coalition worked with multiple state and federal agencies to provide flood relief assistance to Hoosiers affected by the flooding.

In September, severe weather hit Indiana and Hoosiers were affected

once again. FSSA and the IBM-led Coalition, in conjunction with the Indiana Office of Technology (IOT), Indiana State Department of Health, Department of Workforce Development, Indiana Housing and Community Development Authority, Bureau of Motor Vehicles and the Indiana Department of Insurance provided relief assistance at three one-stop centers in Lake County, two in LaPorte County and one in Porter County.

The one-stop centers were equipped with laptops, and State and IBM-led Coalition workers to help Hoosiers apply for emergency or replacement Food Stamps, or to apply for Food Stamps, Cash Assistance (TANF) and Medicaid benefits.

Zach Main, Director of the Division of Family Resources at FSSA believes the one-stop centers are a great way to get assistance to Hoosiers in need.

"We can mobilize the right agencies at the one-stop centers and provide a consolidated approach to offering assistance to Hoosiers affected by the floods. By visiting a one-stop center, Hoosiers can access assistance offered by multiple agencies, rather than visiting each agency individually. I believe we've found a solution that works efficiently and effectively during a disaster situation."

Healthy Indiana Plan (HIP) Update

Enrollment in the Health Indiana Plan (HIP) continues! Hoosiers are applying for or receiving health coverage through the new state-sponsored health insurance plan for low-income adults. As of September 22, 2008, over 80,000 Hoosiers have

applied for HIP. To date, approximately 68,000 HIP applications have been processed; 5,500 applications have been conditionally approved; and another 26,000 Hoosiers have gained health coverage through HIP. If you or your clients

have questions about HIP, call 1-877-GET-HIP-9, or visit www.HIP.in.gov. If you would like to order HIP brochures and applications for your office, go to www.in.gov/fssa, click "Eligibility Modernization" and "Communications"

to find the HIP materials order form.



Coming Soon...Updates for V-CAN Members

FSSA and the IBM-led Coalition received great feedback and questions from V-CAN members at recent training sessions and site visits. We are in the

process of updating the Common V-CAN Questions and Answers document, V-CAN User Guide and Helpful Tips for V-CAN Access Points handout. Revised

versions of these helpful documents will be posted to the FSSA website soon. You will receive an email from vcn@us.ibm.com when these documents are updated and posted

on the FSSA website. Stay tuned for more information!

How Can You Get More Information?

If you have questions about Eligibility Modernization or the V-CAN, there are several ways you can get more information:

- Attend V-CAN Training prior to implementation in your Region
- Visit www.in.gov/fssa and click "Eligibility Modernization" and "Communications" to review presentations, common questions and answers and other helpful information about the V-CAN and Eligibility Modernization
- Email Us! Send your questions to vcn@us.ibm.com

Mark your calendars! The next issue of the *V-CAN Connector* will be published in December 2008.

